Working With Reports

Quick Reference Reporting Guide

iMerchantConnect | Elavon Merchant Services

Working with Reports

Your secure easy-to-use, available 24 hours a day, seven days a week online resource for account information.

Once you have registered for iMerchantConnect, (see the Getting Started: Quick Reference Guide for details) you should now have access to a wide selection of reports designed to bring together all the information you need to better manage your electronic payment processing activity.

This Quick Reference Reporting Guide provides information on how to access the reports available on iMerchantConnect, and find more report-specific information on the core reports available to each Merchant. The Reporting Guide covers the following areas:

- What to expect when you access the reporting section of iMerchantConnect
- The report viewing options available
- A step by step guide of how to generate a report
- The useful online reporting tools i.e. Favourite report
- The core reports available to all merchants
  - > The purpose of each core report
  - > How to access each core report
  - > The Frequency of each core report
  - > Visual examples of each core report
- The Optional reports you may need, based on your business needs
- How and who to contact for assistance

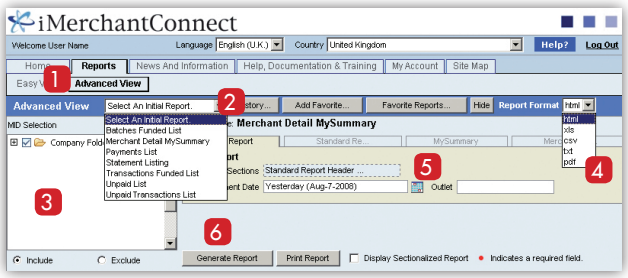
All iMerchantConnect reports are dynamic (real-time) and retrieve/display the most current data, based on your processing schedule.

When you Select An Initial Report on the web, click Help for detailed information about each report. Report-specific help topics include report descriptions, details of reports that are new or have been replaced, how often report data runs and how to access each report.

We also provide procedures on configuring and generating each report. The online help topics, along with the Report Portfolio and User Guide, are all available online on the website – just click the Help, Documentation & Training tab.

Log on to www.iMerchantConnect.com

In six easy steps, you can select a report type, define the report criteria and generate the report in a variety of formats.



1 **Choose Easy View or Advanced View Reporting**

Easy View Reporting: Select, view, and print entire reports. Easy View enables you to select a report from your list and generate it without defining any additional criteria.

Advanced View Reporting: Select, view, and print reports with the added functionality of generating individual reports for specific sections using the Display Sectionalised Report option. This enables you to generate and view report data for one section at a time in the report display area (or other format).

2 **Select an initial report**

Click the arrow and select a report type in the list. The system refreshes the Web page and displays the selected Report Name and criteria options.

3 **Choose Merchant ID (MIDs)/Chain IDs in the Hierarchy tree**

Select one or more specific MIDs and/or Chain IDs in your hierarchy tree.

4 **Choose a report format**

View, save, and print reports in five formats: HTML: Recommended for on-screen viewing only.
XLS (Excel), CSV, TXT: Recommended for file save and download.
PDF: Recommended for printing.

When you save a report file to your personal computer, it is no longer dynamic. To ensure you have the most current data always regenerate the report.

5 **Define criteria options**

Each report provides criteria options that are specific to that report type.

All features work the same way for each report, such as defining a Date or Date Range, entering one or more Card Numbers, choosing Card Type in a list etc.

6 **Generate your report**

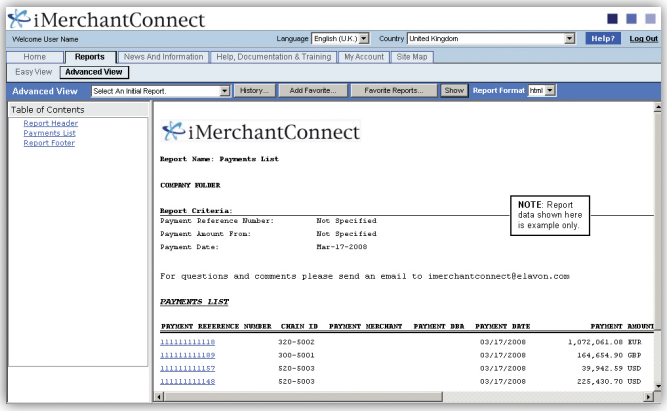
Click Generate Report and the page displays a progress indicator image whilst the report is being generated.

The report data is then displayed according to your report format criteria.

Click links in HTML reports to view detail reports

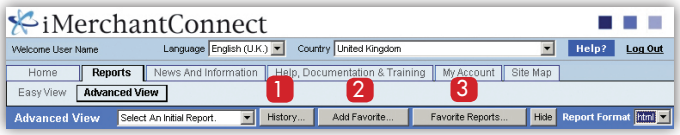
Access additional detail reports by clicking HTML links that appear in reports such as Batches Funded List, Merchant Detail MySummary, Payment List, Statement Listing, Transactions Funded List, Unpaid List, and Unpaid Transactions List.

The detail reports are only accessible through other reports and the links are only active in reports generated in HTML format in the browser report display area.



Online reporting tools

The system provides several convenient tools that make working with reports more efficient.



1 **Report history list**
Lists all the reports you have run during an active session, up to ten at a time. Choose and rerun any history reports during an active session without having to redefine them.

The system automatically updates your history list as you define and generate reports during your active session.

2 **Favourite reports**
A method for defining report criteria and creating queries to retrieve specific report data based on a specific MID and/or Chain ID, date, interval, cycle etc. Quickly run customised reports, without having to redefine them each time. Store up to ten favourite report definitions at a time.

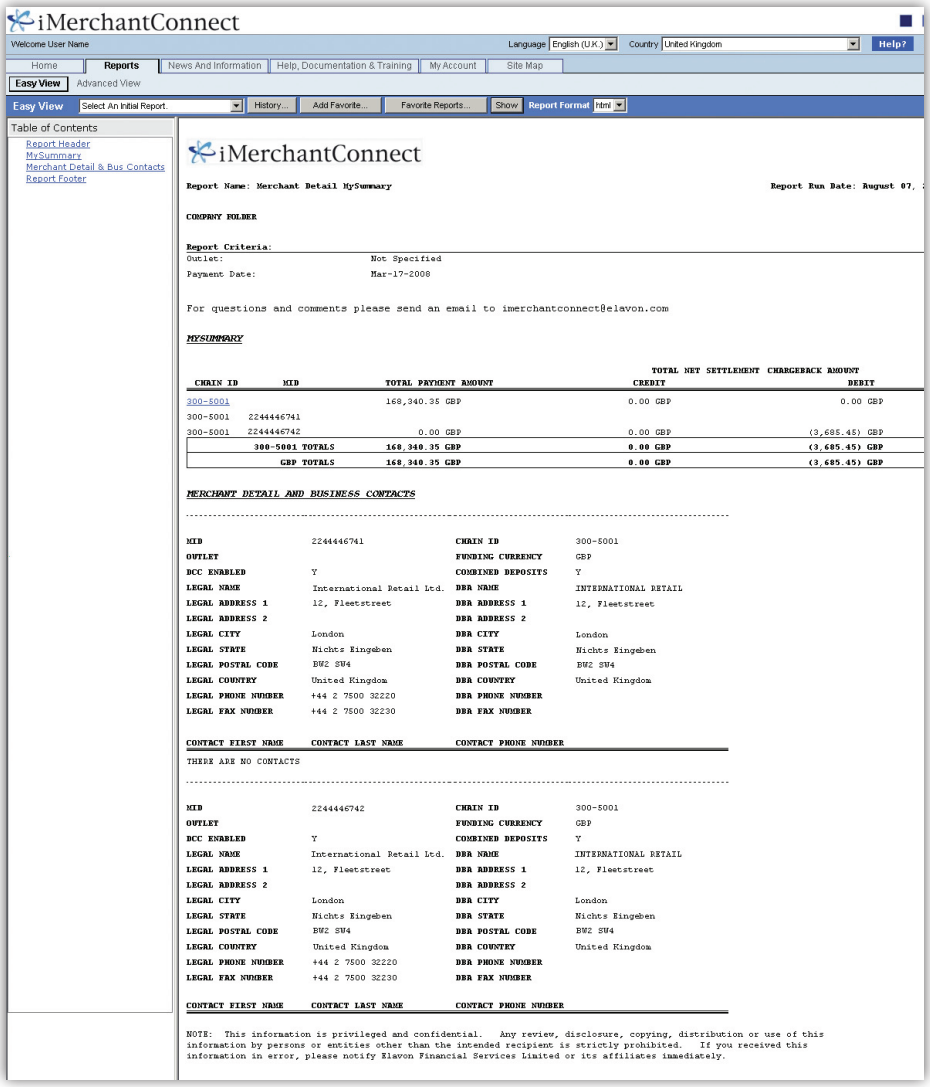
3 **The Hide/Show feature**
You can alternately hide and show the report criteria selection section and expand the report display area. To see more of the report output in your browser window, click Hide (illustrated in point 3 on the above image) to hide the parameter selection section of the page.

Click Show to see the parameter selection section of the page again.

iMerchantConnect Core Reports

This section covers the core reports available to each merchant and provides report specific information to get you started. Core Reports:

- Merchant Detail MySummary
- Payments List
- Batches Funded List (previously the SOC List report)
- Transactions Funded List (previously the ROC List report)
- Unpaid List
- Unpaid Transactions List
- Statement Listing



iMerchantConnect

Welcome User Name

Language English (U.K.) Country United Kingdom Help?

Home | Reports | News And Information | Help, Documentation & Training | My Account | Site Map

Easy View | Advanced View

Easy View | Select An Initial Report | History... | Add Favorite... | Favorite Reports... | Show | Report Format html

Table of Contents

- Report Header
- MySummary
- Merchant Detail & Bus Contacts
- Report Footer

iMerchantConnect

Report Name: Merchant Detail MySummary **Report Run Date: August 07,**

COMPANY FOLDER

Report Criteria:

Outlet: Not Specified

Payment Date: Mar-17-2008

For questions and comments please send an email to imerchantconnect@elavon.com

MYSUMMARY

CHAIN ID	MID	TOTAL PAYMENT AMOUNT	TOTAL NET SETTLEMENT CREDIT	CHARGEBACK AMOUNT DEBIT
300-5001		168,340.35 GBP	0.00 GBP	0.00 GBP
300-5001	2244446741			
300-5001	2244446742	0.00 GBP	0.00 GBP	(3,685.45) GBP
300-5001 TOTALS		**168,340.35 GBP**	**0.00 GBP**	**(3,685.45) GBP**
GBP TOTALS		**168,340.35 GBP**	**0.00 GBP**	**(3,685.45) GBP**

MERCHANT DETAIL AND BUSINESS CONTACTS

MID	2244446741	**CHAIN ID**	300-5001
OUTLET		**FUNDING CURRENCY**	GBP
DCC ENABLED	Y	**COMBINED DEPOSITS**	Y
LEGAL NAME	International Retail Ltd.	**DBA NAME**	INTERNATIONAL RETAIL
LEGAL ADDRESS 1	12, Fleetstreet	**DBA ADDRESS 1**	12, Fleetstreet
LEGAL ADDRESS 2		**DBA ADDRESS 2**	
LEGAL CITY	London	**DBA CITY**	London
LEGAL STATE	Nichts Eingeben	**DBA STATE**	Nichts Eingeben
LEGAL POSTAL CODE	BW2 SW4	**DBA POSTAL CODE**	BW2 SW4
LEGAL COUNTRY	United Kingdom	**DBA COUNTRY**	United Kingdom
LEGAL PHONE NUMBER	+44 2 7500 32220	**DBA PHONE NUMBER**	
LEGAL FAX NUMBER	+44 2 7500 32230	**DBA FAX NUMBER**	

CONTACT FIRST NAME	CONTACT LAST NAME	CONTACT PHONE NUMBER
THERE ARE NO CONTACTS		

MID	2244446742	**CHAIN ID**	300-5001
OUTLET		**FUNDING CURRENCY**	GBP
DCC ENABLED	Y	**COMBINED DEPOSITS**	Y
LEGAL NAME	International Retail Ltd.	**DBA NAME**	INTERNATIONAL RETAIL
LEGAL ADDRESS 1	12, Fleetstreet	**DBA ADDRESS 1**	12, Fleetstreet
LEGAL ADDRESS 2		**DBA ADDRESS 2**	
LEGAL CITY	London	**DBA CITY**	London
LEGAL STATE	Nichts Eingeben	**DBA STATE**	Nichts Eingeben
LEGAL POSTAL CODE	BW2 SW4	**DBA POSTAL CODE**	BW2 SW4
LEGAL COUNTRY	United Kingdom	**DBA COUNTRY**	United Kingdom
LEGAL PHONE NUMBER	+44 2 7500 32220	**DBA PHONE NUMBER**	
LEGAL FAX NUMBER	+44 2 7500 32230	**DBA FAX NUMBER**	

CONTACT FIRST NAME	CONTACT LAST NAME	CONTACT PHONE NUMBER

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Merchant Detail MySummary Report Example

Merchant Detail MySummary Report

This report displays summary performance data (payment and chargeback credits/debits) for a specific merchant. It also includes the merchant's legal and Doing Business As (DBA) address information and associated business contacts. The Merchant Detail section of the report displays the merchant's legal and DBA address information and associated business contacts.

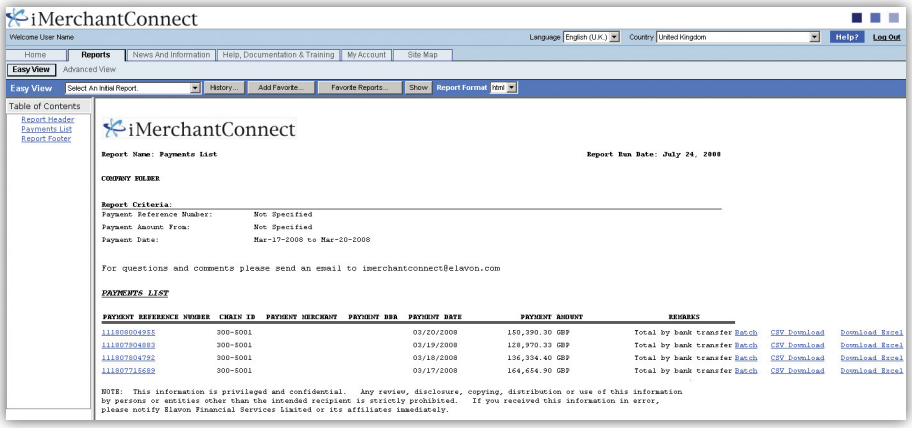
The MySummary section of the report displays summary performance data (payment and chargeback credits/debits) for a specific merchant.

Merchant Detail MySummary Report Access Options

Access the Merchant Detail MySummary report directly from the Select An Initial Report list. Through this report, access the Payments List report by clicking a hyperlink for the Chain ID or MID that receives the payment for a specific transaction line item.

Merchant Detail MySummary Report Frequency

The Merchant Detail MySummary report is not automatically generated for any specific date. When you define the report criteria and generate the report, you do so according to the date(s) for which you want to see information. Report data is available by individual date, date range, and/or cycle.


iMerchantConnect
Welcome User Name
Language English (U.K.)
Country United Kingdom
Help?
Log Out
Home
Reports
News And Information
Help, Documentation & Training
My Account
Site Map
Easy View
Advanced View
Select An Initial Report.
History...
Add Favorite...
Favorite Reports...
Show
Report Format html
Table of Contents
Report Header
Payments List
Report Footer
iMerchantConnect
Report Name: Payments List
Report Run Date: July 24, 2008
COMPANY RULER
Report Criteria:
Payment Reference Number: Not Specified
Payment Amount From: Not Specified
Payment Date: Mar-17-2008 to Mar-20-2008
For questions and comments please send an email to imerchantconnect@elavon.com
PAYMENTS LIST
PAYMENT REFERENCE NUMBER
CHAIN ID
PAYMENT MERCHANT
PAYMENT DBA
PAYMENT DATE
PAYMENT AMOUNT
REMARKS
111808004955 300-5001 03/20/2008 150,390.30 GBP Total by bank transfer Batch CSV Download Download Excel
111807904883 300-5001 03/19/2008 128,970.33 GBP Total by bank transfer Batch CSV Download Download Excel
111807804782 300-5001 03/18/2008 136,334.40 GBP Total by bank transfer Batch CSV Download Download Excel
111807715689 300-5001 03/17/2008 164,654.90 GBP Total by bank transfer Batch CSV Download Download Excel
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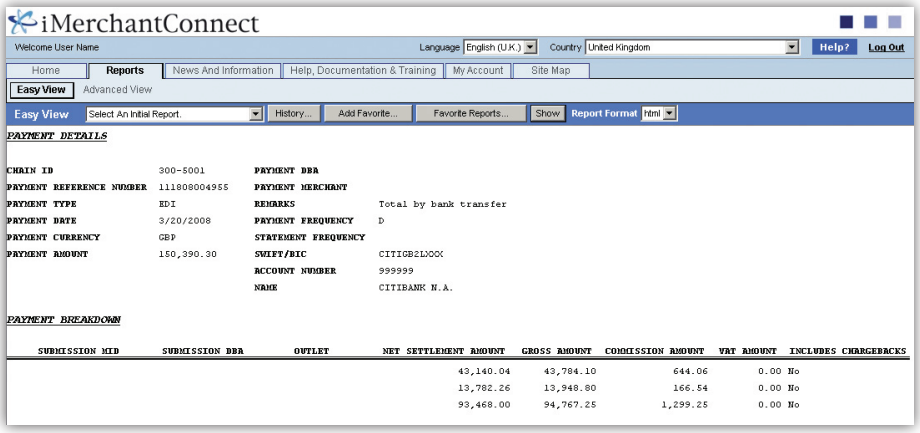
Payment List Report Example



Payment Details Report Example

Payments List Report

The Payments List report displays data for how much a merchant was funded (paid) based upon their settled activity. Funding (settlement/payment advice) is all transactions for which a merchant is paid by Elavon.

The Payments List, Batches Funded List, and Transactions Funded List reports are a tightly integrated set of settlement reports. They only contain data to represent what has been funded and they do not display any items that are funded by third parties. They also do not display any items that are pending payment. The Unpaid List and Unpaid Transactions List reports display items pending payment.

Payments List Report Access Options

Access this report directly from the Select An Initial Report list. In the Payments List report, you can click a BATCH link and display the Batches Funded List report for a specific transaction.

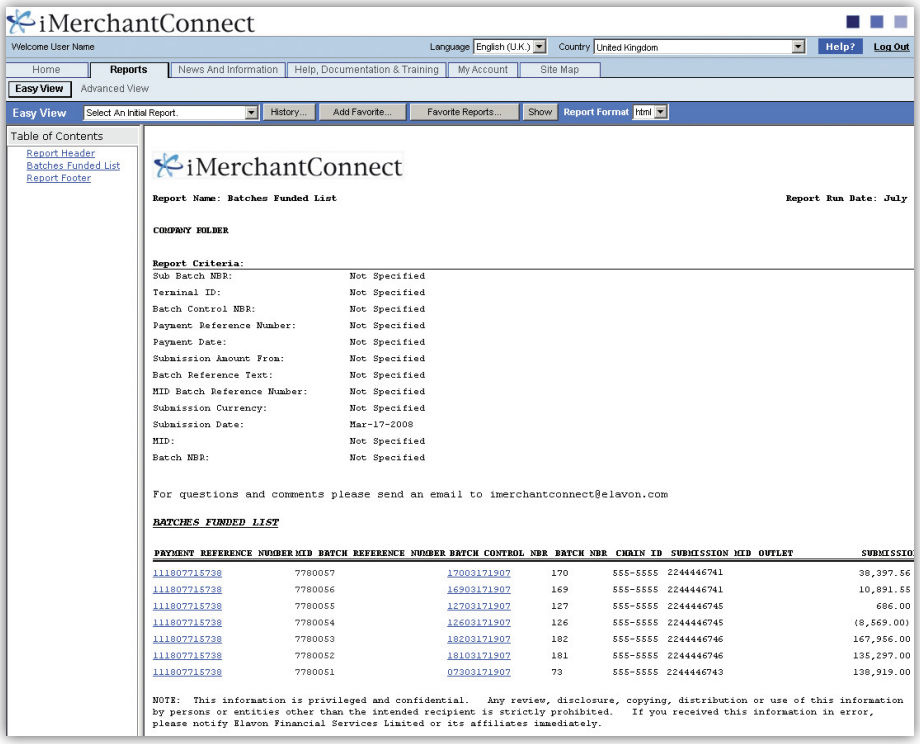
The Batches Funded List report subsequently provides a link to the Transactions Funded List report (by clicking a TRANSACTION link) so that you can easily access and view the entire set of payment information for a specific funded transaction.

The Payment Details sub-report is accessible only through the Payments List report. To access this report, click a Payment Reference Number link for a transaction line item in the Payments List report.

For more detailed information on all the ways you can access this report and other reports you can access through this report, please refer to the Help Documentation & Training tab on the iMerchantConnect website.

Payments List Report Frequency

This report does not run based on a preset date or cycle. You define criteria and generate the report for only the payment records you want to review. For example, if you want to find out if there are any funded payments that processed on a certain date, you can search according to any Payment Date you choose.


iMerchantConnect
Welcome User Name
Language English (U.K.)
Country United Kingdom
Help?
Log Out
Home
Reports
News And Information
Help, Documentation & Training
My Account
Site Map
Easy View
Advanced View
Select An Initial Report.
History...
Add Favorite...
Favorite Reports...
Show
Report Format html
Table of Contents
Report Header
Batches Funded List
Report Footer
iMerchantConnect
Report Name: Batches Funded List
Report Run Date: July
COMPANY FOLDER
Report Criteria:
Sub Batch NBR: Not Specified
Terminal ID: Not Specified
Batch Control NBR: Not Specified
Payment Reference Number: Not Specified
Payment Date: Not Specified
Submission Amount From: Not Specified
Batch Reference Text: Not Specified
MID Batch Reference Number: Not Specified
Submission Currency: Not Specified
Submission Date: Mar-17-2008
MID: Not Specified
Batch NBR: Not Specified
For questions and comments please send an email to imerchantconnect@elavon.com
BATCHES FUNDED LIST
PAYMENT REFERENCE NUMBER MID BATCH REFERENCE NUMBER BATCH CONTROL NBR BATCH NBR CHAIN ID SUBMISSION MID OUTLET SUBMISSIO
111807715738 7780057 17003171907 170 555-5555 2244446741 38,397.56
111807715738 7780056 16903171907 169 555-5555 2244446741 10,891.55
111807715738 7780055 12703171907 127 555-5555 2244446745 686.00
111807715738 7780054 12603171907 126 555-5555 2244446745 (8,569.00)
111807715738 7780053 18203171907 182 555-5555 2244446746 167,956.00
111807715738 7780052 18103171907 181 555-5555 2244446746 135,297.00
111807715738 7780051 07303171907 73 555-5555 2244446743 138,919.00
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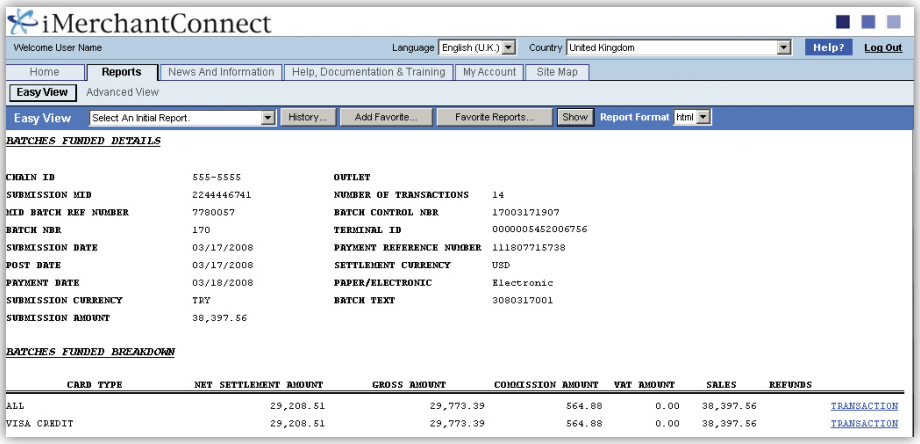
Batches Funded List Report Example



Batches Funded Details Report Example

Batches Funded List Report

The Batches Funded List and Detail reports identify batches that have been funded on a specific payment. The Batches Funded List report provides the ability to access a Transactions Funded List report to facilitate tracking a deposit back to the applicable transaction by clicking a TRANSACTION link on the Batches Funded List report.

Batches Funded List Report Access Options

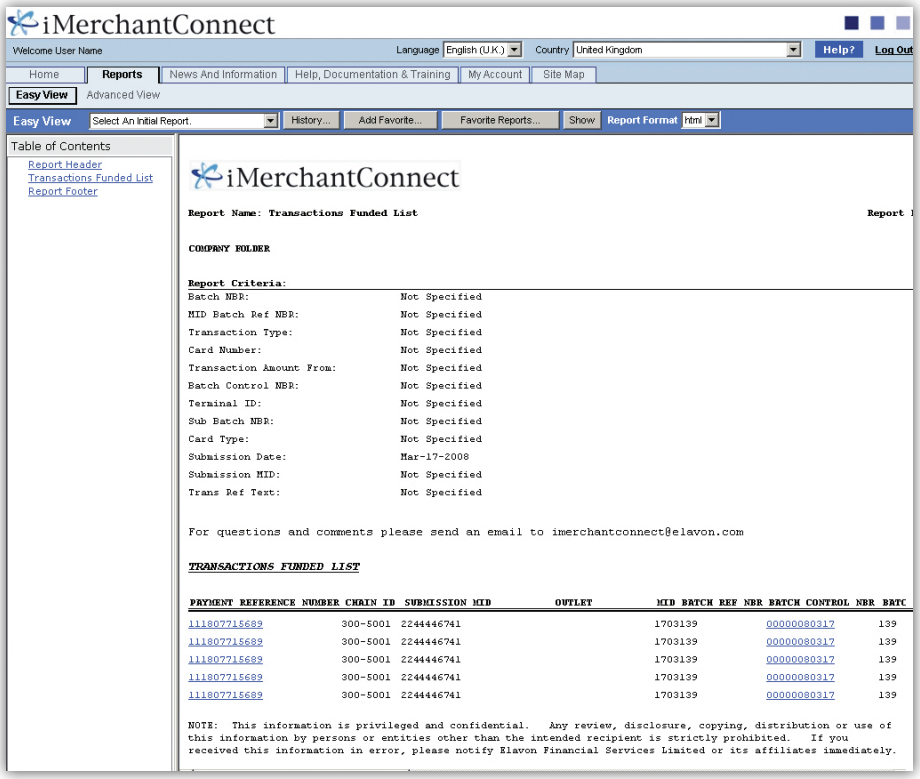
This report displays a list of batches sent by a merchant that have settled. Access the Batches Funded List report directly from the Select An Initial Report list.

The Batches Funded Details sub-report is accessible only through the Batches Funded List report. To access this report, click a BATCH CONTROL NBR link for a transaction line item in the Batches Funded List report. For more information, refer to Batches Funded Details Report.

For more detailed information on all the ways you can access this report and other reports you can access through this report, please refer to the Help Documentation & Training tab on the iMerchantConnect website.

Batches Funded List Report Frequency

The Batches Funded List report is not automatically generated for any specific date. When you define the report criteria and generate the report, you do so according to the date(s) for which you want to see information. Report data is available by individual date, date range, and/or cycle.


iMerchantConnect
Welcome User Name
Language English (U.K.)
Country United Kingdom
Help?
Log Out
Home
Reports
News And Information
Help, Documentation & Training
My Account
Site Map
Easy View
Advanced View
Select An Initial Report.
History...
Add Favorite...
Favorite Reports...
Show
Report Format html
Table of Contents
Report Header
Transactions Funded List
Report Footer
Report Name: Transactions Funded List
COMPANY FOLDER
Report Criteria:
Batch NBR: Not Specified
MID Batch Ref NBR: Not Specified
Transaction Type: Not Specified
Card Number: Not Specified
Transaction Amount From: Not Specified
Batch Control NBR: Not Specified
Terminal ID: Not Specified
Sub Batch NBR: Not Specified
Card Type: Not Specified
Submission Date: Mar-17-2008
Submission MID: Not Specified
Trans Ref Text: Not Specified
For questions and comments please send an email to imerchantconnect@elavon.com
TRANSACTIONS FUNDED LIST
PAYMENT REFERENCE NUMBER CHAIN ID SUBMISSION MID OUTLET MID BATCH REF NBR BATCH CONTROL NBR BATC
111807715689 300-5001 2244446741 1703139 000000080317 139
111807715689 300-5001 2244446741 1703139 000000080317 139
111807715689 300-5001 2244446741 1703139 000000080317 139
111807715689 300-5001 2244446741 1703139 000000080317 139
111807715689 300-5001 2244446741 1703139 000000080317 139
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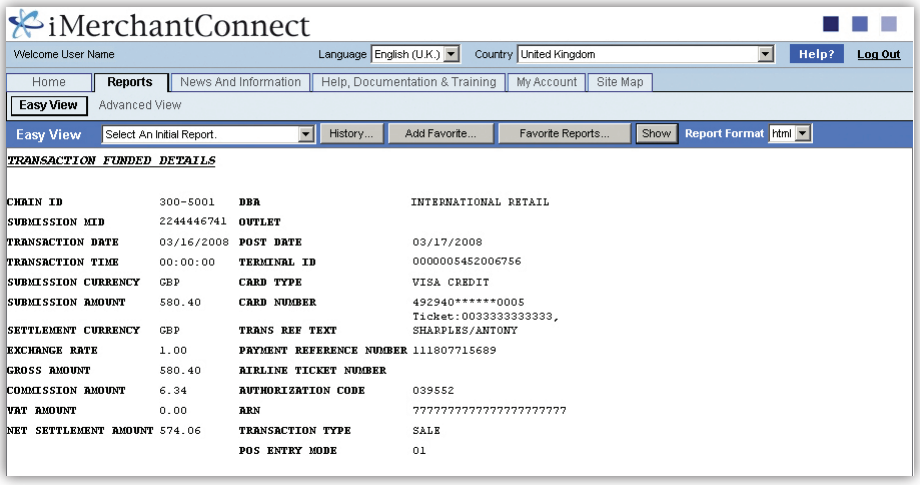
Transactions Funded List Example



Transactions Funded Details Report Example

Transactions Funded List Report

This report displays a list of settled transactions sent by a merchant from within a specific batch.

The Transactions Funded List and Details reports identify transactions that have been funded on a specific payment. The Transactions Funded List report provides links for you to access both the Payments List and the Batches Funded List reports for any transaction line item on the Transactions Funded List report.

Transactions Funded List Report Access Options

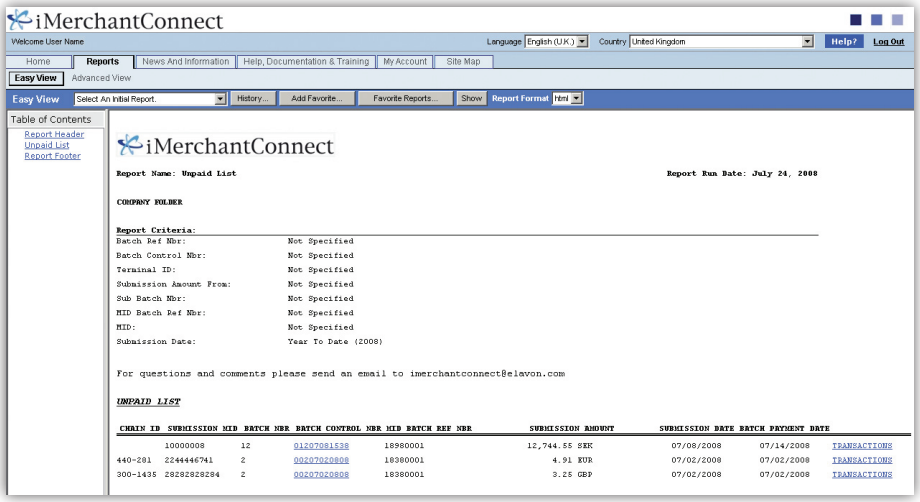
Access this report directly from the Select An Initial Report list. Through the Batches Funded List report, access this report by clicking a TRANSACTION link.

The Transactions Funded Details sub-report is accessible only through the Transactions Funded List report. To access this report, click a Card Number link for a transaction line item in the Transactions Funded List report. For more information, refer to the Transactions Funded List Details Report.

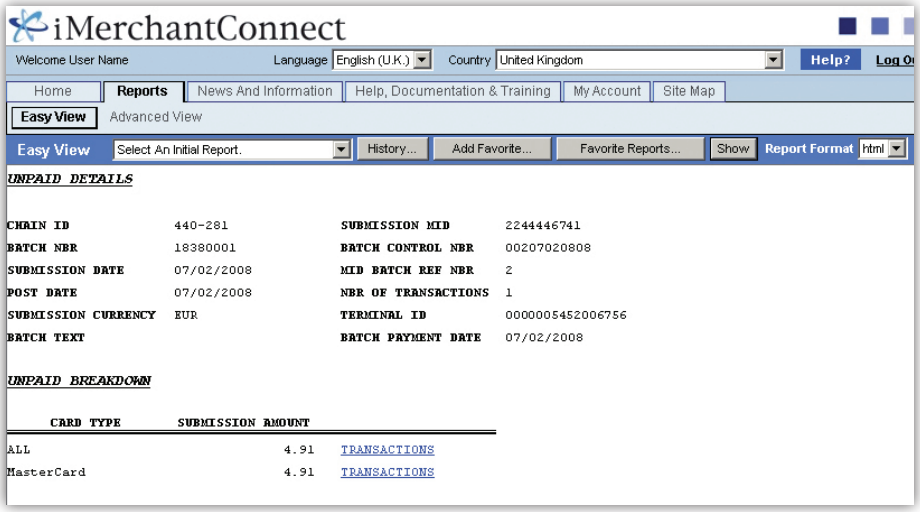
For more detailed information on all the ways you can access this report and other reports you can access through this report, please refer to the Help Documentation & Training tab on the iMerchantConnect website.

Transactions Funded List Report Frequency

The Transactions Funded List report is not automatically generated for any specific date. When you define the report criteria and generate the report, you do so according to the date(s) for which you want to see information. Report data is available by individual date, date range, and/or cycle.



Unpaid List Report Example



Unpaid Details Report Example

Unpaid List Report

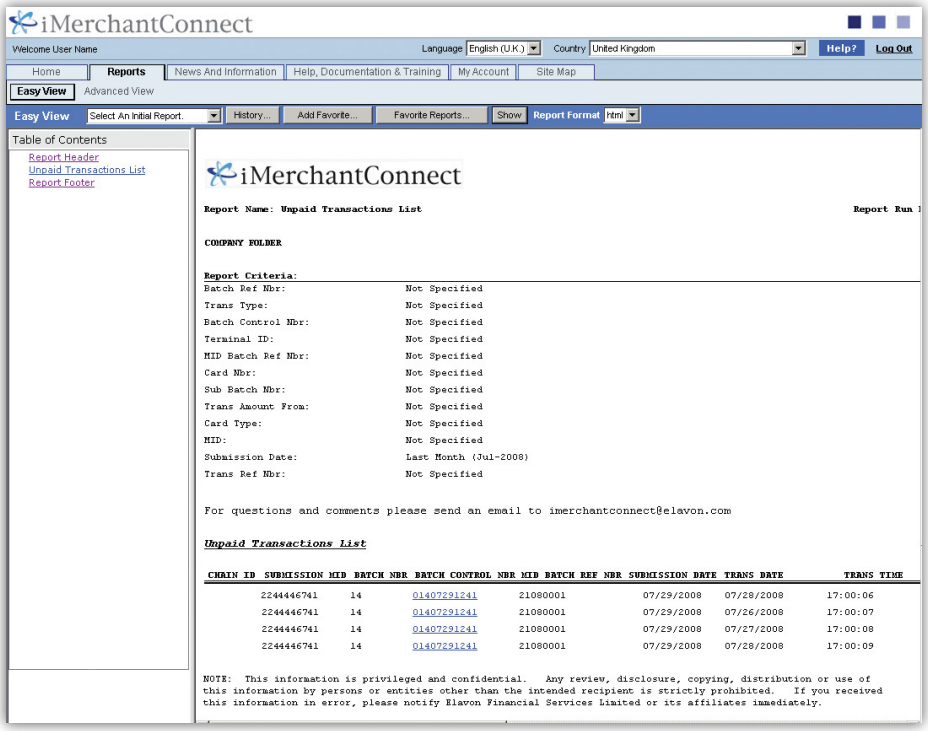
The Unpaid List report contains a list of batches that are waiting to be funded for a specific merchant.

Unpaid List Report Access Options

Access the Unpaid List report directly from the Select An Initial Report list. Only through this report, access the Unpaid Details report by clicking a BATCH CONTROL NBR link. Through this report, access the Unpaid Transactions List report by clicking a TRANSACTION link.

Unpaid List Report Frequency

This report does not run based on a preset date or cycle. You define criteria and generate the report for only the payment records you want to review. For example, if you want to find out if there are any unpaid batches that are waiting to be funded on a certain date, you can search according to any Submission Date you choose.


iMerchantConnect
Welcome User Name
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Help?
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Help, Documentation & Training
My Account
Site Map
Easy View
Advanced View
Select An Initial Report.
History...
Add Favorite...
Favorite Reports...
Show
Report Format html
Table of Contents
Report Header
Unpaid Transactions List
Report Footer
iMerchantConnect
Report Name: Unpaid Transactions List
COMPANY FOLDER
Report Criteria:
Batch Ref Nbr: Not Specified
Trans Type: Not Specified
Batch Control Nbr: Not Specified
Terminal ID: Not Specified
MID Batch Ref Nbr: Not Specified
Card Nbr: Not Specified
Sub Batch Nbr: Not Specified
Trans Amount From: Not Specified
Card Type: Not Specified
MID: Not Specified
Submission Date: Last Month (Jul-2008)
Trans Ref Nbr: Not Specified
For questions and comments please send an email to imerchantconnect@elavon.com
Unpaid Transactions List
CHAIN ID SUBMISSION MID BATCH NBR BATCH CONTROL NBR MID BATCH REF NBR SUBMISSION DATE TRANS DATE TRANS TIME
2244446741 14 01407291241 21080001 07/29/2008 07/28/2008 17:00:06
2244446741 14 01407291241 21080001 07/29/2008 07/26/2008 17:00:07
2244446741 14 01407291241 21080001 07/29/2008 07/27/2008 17:00:08
2244446741 14 01407291241 21080001 07/29/2008 07/28/2008 17:00:09
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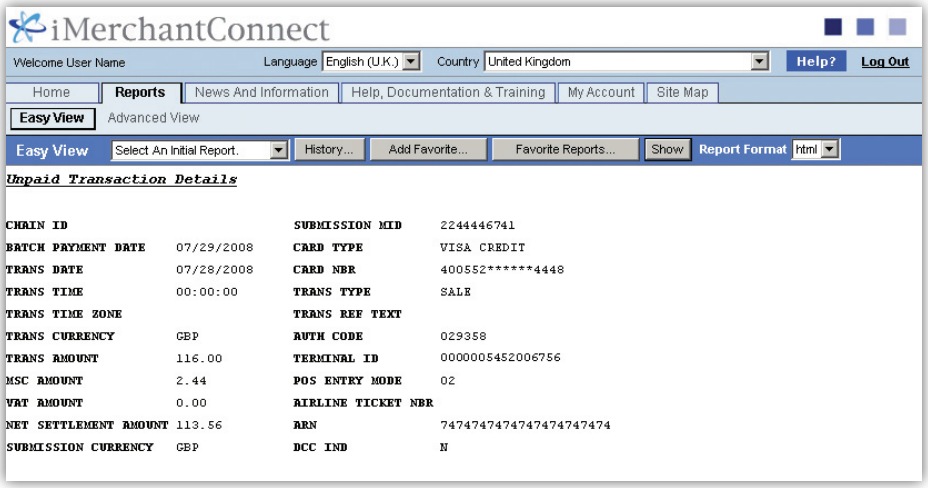
Unpaid Transaction List Example



Unpaid Transaction Details Example

Unpaid Transactions List Report

The Unpaid Transactions List and Details reports provide a list of transactions that are waiting to be funded for a specific merchant. Only transactions funded by Elavon are displayed. Transactions funded by third parties are not displayed.

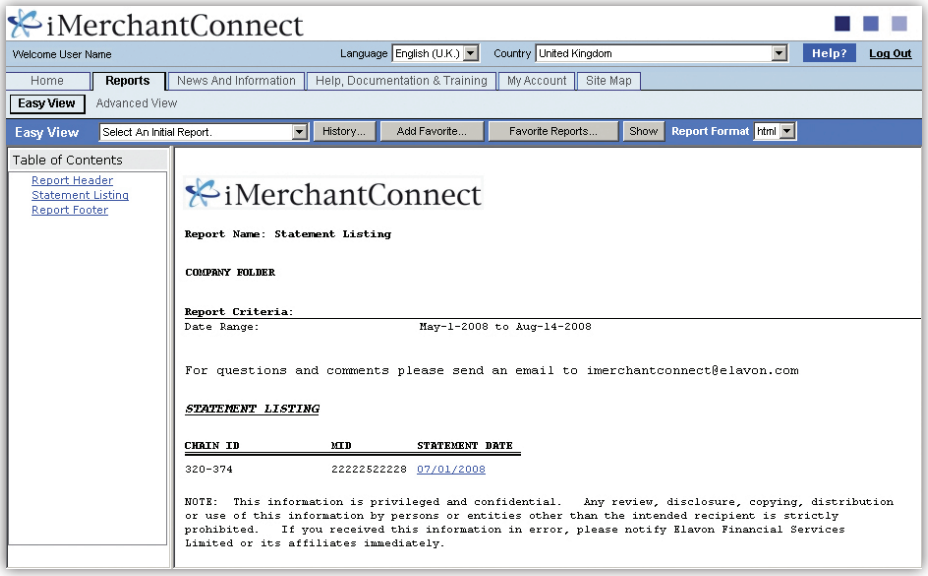
The Unpaid Transactions List report specifically contains a list of transactions that have not been funded for a specific merchant (also referred to as unsettled transactions).

Unpaid Transactions List Report Access Options

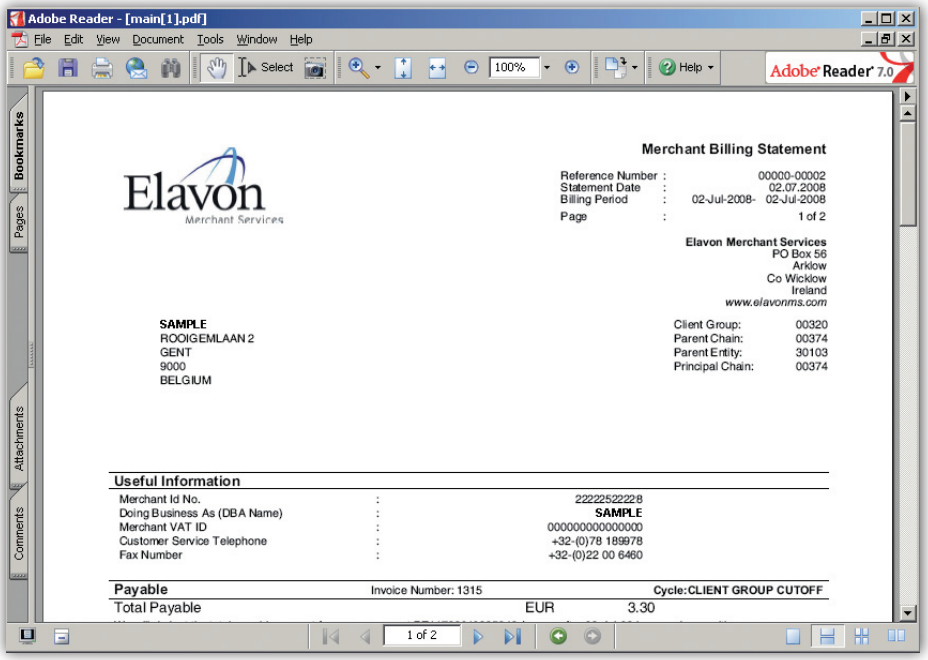
Access the Unpaid Transactions List report directly from the Select An Initial Report list. Only through this report, access the Unpaid List report by clicking a BATCH CONTROL NBR link. Through this report, access the Unpaid Transactions Details report by clicking a CARD NBR link.

Unpaid Transactions List Report Frequency

This report does not run based on a preset date or cycle. You define criteria and generate the report for only the payment records you want to review. For example, if you want to find out if there are any unpaid transactions on a certain date, you can search according to any Submission Date you choose.



Statement Listing Report Example



Statement Image Example

Statement Listing Report

The Statement Listing report generates and displays a list of up to thirteen (13) months of merchant statements, regardless of statement frequency. For example, if a merchant receives a statement each month, the system displays a list of 12 past statements and the current one (1) statement. If a merchant receives a statement each week, the system displays a list of at least 52 statements.

In an HTML format report, click a Statement Date link and display the corresponding Statement Image as a PDF file in a new browser window.

Statement Listing Report Access Options

Access the Statement Listing report directly from the Select An Initial Report list. Only through this report, access the Statement Image for a specific line item by clicking a Statement Date link. The Statement Image is accessible only through the Statement Listing report.

Statement Listing Report Frequency

This is not a report that occurs at any specific frequency. Generate this report by selecting a merchant and date range, on-demand. Initially, the selected date range is Yesterday (followed by the actual date), going back thirty (30) days.

iMerchantConnect Optional Reports

Based on your business needs, you can request to have one or more of these reports added to your list or have reports removed from your list. Here is a brief description of all the optinal reports available on iMerchantConnect. For further detail, view the online Help Documentation & Training tab at www.iMerchantConnect.com.

iMerchantConnect: Optional Reports

- Card Types Split shows a split of card types (for example Corporate, World Signia) separately for Visa® and MasterCard® and split into Domestic, Intra-Regional, and International.
- Chargeback includes summary information for retrieval requests, chargebacks, and debit advices. It also provides a detailed listing for each type of transaction.
- Chargeback Fee Adjustment summarises the first chargebacks processed during the requested timeframe and the processing fee applied to the merchant.
- Chargeback List contains a list of chargeback transactions regardless of their financial disposition (financial or non-financial impact to the merchant). This includes debit or credit posted chargeback activities, representments with merchant response, and straight representments.
- Chargeback Summary provides information about 1st and 2nd chargebacks by product.
- Chargeback Summary by Reason Code provides counts and amounts of chargebacks paid by the merchant (where the merchant was debited) and of chargebacks that were represented to the issuer (where the merchant was credited).
- Corporate Qualification Summary provides a summary of qualification data.
- Daily Statement provides information regarding daily transaction activities.
- DCC Terminal Performance displays volume by Terminal ID, volume that qualified for Dynamic Currency Conversion (DCC) rebate, and the revenue gained.
- Diners Transactions provides a detailed listing of Diners Club transactions for the requested timeframe.
- Interchange Passthrough provides a list of interchange rates, assessments and processing fees by merchant.
- Interchange Tracking is used by Interchange and MSC report merchants use to validate their fees each month. It provides details about interchange processing for bankcards and Diners Club® transactions for the selected merchants during a given time period.
- Merchant Service Charge (MSC) provides interchange details, Euros to GBP by product, for the merchant.
- Merchant Service Charge (MSC) Invoices lists Merchant Service Charge information and interchange data, per outlet, and per fee level. It also includes transaction details for each merchant.
- Qualification Details Cycle provides summary and detail interchange qualification information for the specified MIDs.
- Qualification Item Daily provides daily summary and detail interchange qualification information for Visa® and MasterCard® for the specified MIDs and/or Chain IDs. This is a daily report.
- Qualification Item Trend Cycle provides summary and detail interchange qualification information for Visa and MasterCard for the specified MIDs and/or Chain IDs by cycle.
- Retrieval List contains a list of retrievals for a merchant.
- Volume Report provides an overview of a merchant's domestic and international transaction volumes. It is a monthly report.

For more detailed information on the iMerchantConnect Reports mentioned in this guide, view the online Help Documentation & Training tab on the iMerchantConnect website.

Any questions? Need assistance? Email our Support Desk at iMerchantConnect@elavon.com

Elavon Merchant Services
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